



Administrative Specialist I Administrative Specialist II

General Information

Classification Code:	ADMSPC
Effective Date:	03/16/2021
Pay Grade:	B21-B22
FLSA Status:	Non-exempt

Position Summary

The Administrative Specialist performs routine to advanced clerical and administrative office duties such as answering phones, receiving the public, providing customer assistance, data processing, and bookkeeping to contribute to an efficient office operation in support of management or specialized program. Performs related duties.

Classification Characteristics

The Administrative Specialist is the second level in the Administrative Support series and is responsible for performing advanced administrative duties in support of a department, division, executive, or specialized program. Administrative Specialists focus on how to carry out the operations of the process specified by higher level positions. This position has a choice as to how and when the operations are carried out, but not as to what operations constitute the process and may include lead responsibilities for lower level support staff.

Administrative Specialist I – This is the contributing level class in the Administrative Specialist classification. This class is distinguished from the Administrative Specialist II by the performance of more basic and/or routine administrative skills. Employees at this level are not expected to perform with the same independence of direction and judgment on matters related to established procedures and guidelines as are positions allocated to the II level. Since this class is typically used as a training class, employees may have only limited work experience.

Administrative Specialist II – This is the fully journey level class within the Administrative Specialist classification. This class is distinguished from the Administrative Specialist I by the assignment of the full range of duties assigned. This class performs some advanced skills involving customer service and administrative support activities that require an understanding of established and defined department or program policies and procedures. Duties are performed independently under general guidance from a supervisor. Positions assigned to this classification are flexibly staffed and are normally filled by advancement from the first level. When filled from the outside, they require several years of prior professional experience in the assigned field.

Essential Duties

The duties listed below are a typical sample; position assignments may vary.

- 1 Provide primary receptionist and office support duties by answering incoming calls, routing callers or providing information as required. Takes and transmits messages, greets and directs members of the public, maintains clean and presentable office. Scans, collates, binds, photocopies and faxes documents.
- 2 Responds to basic requests for information and routine questions in person and through written correspondence. Responds to inquiries regarding services or information; directs individuals to appropriate personnel as necessary to resolve concerns and complaints.

Essential Duties	
3	Conducts basic research, collects and compiles data, transcribes, composes, types, and edits a variety of correspondence, reports, memoranda, minutes, contracts, presentations and other material requiring judgment as to content, accuracy, and completeness. Proofreads for format, spelling, grammar, typos and general clarity.
4	Completes budgeting and/or financial tasks including reconciling purchases, receipt and/or invoices. Maintains petty cash. Makes simple postings to accounts.
5	Schedules and supports meetings, trainings, and special events to include reserving space, preparation of materials and finalizing meeting minutes.
6	Monitors and maintains inventory of equipment and other office supplies, and orders supplies as necessary.
7	Oversees and maintains various files and records. Manages sending, receiving, processing and distribution of mail and packages.
8	May provide lead direction for lower level support staff.
9	Performs other duties of a similar nature or level.

Functional Specific Responsibilities
<p>City Manager's Office – Provides direct administrative and secretarial support to the City Manager and Assistant City Manager. Supports City Clerk/Recorder in facilitation and administration of meetings for City Council and committees. Maintains department contracts and records. May be required to work occasional evening and weekend functions and events.</p> <p>DPW – Environmental Services & MWMC – Provides direct administrative support for ESD, MWMC, and various capital projects. Supports efficient use of project delivery software by providing pre-setup information and training to internal/external contacts working on MWMC projects.</p> <p>DPW – Operations – Provides direct administrative for Operations. Generates customer service requests for needed repairs or fixes based on community and staff communications. Provides monthly billing to community partners for usage of the regional fuel facility. Invoices for infrastructure damage due to auto accidents.</p> <p>DPW – Community Development – Provides direct administrative support for development counter and planning staff. Posts public notices, prepares planning application files, and communicates with state agencies regarding changes in planning fees.</p> <p>ESF – Provides direct administrative support Eugene Springfield Fire in the Administrative Division. Runs and distributes a variety of reports on a regular/reoccurring basis, responds to approved information requests, conducts basic research and compiles information.</p> <p>Library – Provides direct administrative support to the Springfield Public Library and the Springfield Historical Museum. Identifies and engages with various community partners, organizations and the community at large to promote SPL and SHM programs and services. Attends Museum Committee meetings to provide updates and receive direction.</p>

Qualifications
<p>Minimum Qualifications:</p> <ul style="list-style-type: none"> Administrative Specialist I - Associate's Degree, or two-year technical certificate and 1-2 years of related experience or an equivalent combination of education and experience. Administrative Specialist II - Associate's Degree, or two-year technical certificate and 3-5 years related experience or an equivalent combination of education and experience.

Qualifications

Licensing/Certifications:

- N/A

Technology Skills (depending on assignment):

- Document management software – LaserFiche
- Project delivery – Constructware
- Electronic mail software - Microsoft Outlook
- Human resources software – PeopleSoft HCM
- Financial software – PeopleSoft Financials
- Internet browser software – Microsoft Internet Explorer
- Office suite software – Microsoft Office, Office 365, SharePoint
- Presentation software – Microsoft PowerPoint
- Spreadsheet software – Microsoft Excel
- Word processing software – Microsoft Word
- Virtual meeting management software – Microsoft Teams, Zoom
- Records and data management software – Image Trend Elite, Microsoft Access, Microsoft SQL Server, ArcGIS

Knowledge Required:

- Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Skills:

- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Speaking — Talking to others to convey information effectively.
- Reading Comprehension — Understanding written sentences and paragraphs in work related documents.
- Writing — Communicating effectively in writing as appropriate for the needs of the audience.
- Service Orientation — Actively looking for ways to help people.
- Time Management — Managing one's own time and the time of others.
- Coordination — Adjusting actions in relation to others' actions.
- Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Qualifications

Abilities:

- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- Written Comprehension — The ability to read and understand information and ideas presented in writing.
- Written Expression — The ability to communicate information and ideas in writing so others will understand.
- Near Vision — The ability to see details at close range (within a few feet of the observer).
- Speech Clarity — The ability to speak clearly so others can understand you.
- Speech Recognition — The ability to identify and understand the speech of another person.
- Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.
- Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Selective Attention — The ability to concentrate on a task over a period of time without being distracted.

Physical Requirements

Key	None 0% (0 hrs.)	Seldom 1-10% (Up to 1 hrs.)	Occasionally 11-35% (Up to 3 hrs.)	Frequently 36-75% (3-6 hrs.)	Continuous 76-100% (6+ hrs./day)
	0%	1-10%	11-35%	36-75%	76-100%
BODY POSITIONS					
Standing		X			
Sitting					X
Walking – Even Surface		X			
Walking – Uneven Surface	X				
Kneeling	X				
MOVEMENTS					
Bending/Stooping		X			
Twisting		X			
Crawling	X				
Squatting/Crouching	X				
Balancing	X				
Reach – Overhead	X				
Reach – Forward		X			
Reach – Backward	X				
	0%	1-10%	11-35%	36-75%	76-100%
PUSH/PULL					
0-10 lbs.			X		
11-20 lbs.		X			
21-50 lbs.	X				
51-75 lbs.	X				
76-100 lbs.	X				
ENVIRONMENTAL HAZARDS					
Indoors					X
Outdoors		X			
Dust	X				
Fumes/Odors/Gasses	X				
Chemical Agents	X				
Biological Agents	X				
Noise – Low	X				
Noise – Moderate	X				

Qualifications										
Climbing – stairs		X				Noise – High	X			
Climbing - ladder	X					Low Light	X			
USE OF HANDS						Heat	X			
Grasping – whole hand		X				Cold	X			
Grasping – pinch grip			X			Restricted workspace	X			
Fine manipulation/feeling			X			Vibration – whole body	X			
Keyboarding				X		Vibration - extremity	X			
LIFT/CARRY						JOB SPECIFIC				
0-10 lbs.			X			Driving – vehicle/equipment	X			
11-20 lbs.		X				Operate foot controls	X			
21-50 lbs.	X					Seeing				X
51-75 lbs.	X					Talking			X	
76-100 lbs.	X					Hearing			X	
						Extended work hours		X		

Classification History

2012.01 – Created
 2014.08 – Revised by HR
 2017.11 – Revised by HR
 2021.03 – Reformat and revisions by HR
 2021.06 – Revised by HR
 2021.07 – Revised by HR

I have reviewed the job description.

Employee: Name _____ **Signature** _____ **Date** _____